

Highlights of the DWS Monitoring Plan to the W-2 Advisory Panel Recommendations September 2002

The DWS Monitoring Plan outlines a significant number of monitoring activities that are performed by DWD staff. A number of these activities have been developed in response to the recommendations of the Milwaukee W-2 Advisory Panel that have been implemented, including:

- **Monitoring Emergency Payments:** Regional staff are scheduling comprehensive W-2 on-site monitoring visits with agencies. During these visits, emergency payments (those approved, denied, reasons, etc.) will be discussed, reviewed and summarized to identify trends. In addition, agency financial data is being reviewed to identify agencies that have, or have not, made emergency payments. Follow-up will occur on all findings.
- **Ensure all Fact Finding and DHA decisions are enforced:** Fact-Finding and Division of Hearings and Appeals (DHA) decisions are reviewed by regional staff. The review includes the reason for the review, decisions that resulted in the review and a review of the agency compliance with any decisions. These reviews will continue.
- **Monitor Sanctions:** The W-2 Advisory Panel made a number of recommendations relating to the monitoring of sanctions. Technical assistance is given to those agencies not following policy. This will continue.

Inappropriate Sanctioning: All sanctions reported have been reviewed and will continue to be reviewed for appropriateness. The review also includes ensuring any payments, as the results of the review, are made to the participant.

Sanctioning for Non-participation related to disability: Is reviewed while performing consecutive month sanctioning monitoring, ICR's and Non-extension monitoring. This will continue.

Consecutive Monthly Sanctioning: Regions complete reviews of these cases on a monthly basis. Reviews will continue and follow-up performed to determine reasons for sanctioning and, if appropriate, what other actions can be taken to address non-participation issues.

Cases denied extensions due to non-cooperation: Regional staff continue to review all cases that are not given an extension via the non-extension monitoring. Reasons for non-extensions are reviewed, including non-participation, including a review of any factors that may be causing non-participation (i.e., can't vs. won't).

- **Unemployed Individuals Capable of Obtaining Employment (CMS) Placements:** CMS placements were reviewed intensively by regional staff earlier this year. Enforcement of, and awareness of, policy and improved agency management of caseload has resulted. A CMS Aging Report has been created and will continue to be reviewed periodically by regional staff and shared with agencies to allow them to check their records.

- **Monitor cases not processed for extensions:** Regional staff perform a review of all cases that reach their time limit and an extension is not requested. The review includes other areas suggested by the Advisory Panel (e.g., non-cooperation due to disability, etc.) as well and will continue.
- **Monitoring Community Service Job (CSJ) worksites:** Balance of state agency reviews have been on-going and now has begun in the Milwaukee Region. The reviews are on-going and will continue. In addition, DWS is forming an internal workgroup to consider developing stronger worksite standards and study the potential of utilizing current technologies to help with timely and accurate attendance reporting.
- **Monitoring of cases with placement of caring for family member:** The regions are reviewing cases with these placement via non-extension and mini-ICR reviews. These reviews will continue.

In addition to directly working with individual agencies on any findings, DWS uses the results of these activities, and others included in the DWS Monitoring Plan, to evaluate program, policy and agency effectiveness.

Examples include:

- Program Communications (ProCom) meetings. Representatives from each bureau within DWS meet together monthly to discuss findings and plan for follow-up and/or policy changes based on trends being identified.
- Quarterly Summaries to W-2 Agencies. Each quarter, DWS regional staff share a summary of monitoring activities and findings with each W-2 Agency. The regions continue to work with each agency on these findings and to improve agency performance.
- Quarterly Monitoring Summary. Management uses this summary to identify trends that are positive, or to note the need for further investigation, training, technical assistance, or policy changes.